

LBK

13 JANUARY 1965

MEMORANDUM FOR: MR. KIRKPATRICK

SUBJECT: REPORT OF CABLE SECRETARIAT OPERATIONS FOR 1964

1. CABLES PROCESSED

A. A COMPARISON OF THE CABLE SECRETARIAT WORKLOAD FOR THE CALENDAR YEAR 1963/1964 SHOWS THE FOLLOWING:

	<u>1963</u>	<u>1964</u>	<u>NUMERICAL DIFFERENCE</u>	<u>% DIFFERENCE</u>
No. CIA IN CABLES	229,965	253,030	23,065	+ 10
No. CIA OUT CABLES	84,006	82,633	1,373	- 2
No. MISCELLANEOUS ITEMS	37,341	49,356	12,015	+ 32
No. NON-CIA CABLES	<u>175,733</u>	<u>195,504</u>	<u>19,771</u>	<u>+ 11</u>
TOTAL	527,049	580,523	53,478	+ 10

157 days

(1) THE 1964/1963 PRODUCTION COMPARISONS DO NOT INCLUDE TD'S. TD'S ARE NO LONGER COUNTED SEPARATELY, BUT FOR 1964 ARE INCLUDED IN THE COUNT OF CIA IN CABLES. THE 1963 TD'S PRODUCTION TOTALED 20,279. IN 1964 THE TOTAL WAS 18,489 ITEMS.

(2) THE YEARS TOTAL OF APPROXIMATELY 50,000 MISCELLANEOUS ITEMS BROKEN DOWN INTO PERCENTAGES, BASED ON TWO MONTHS FIGURES WHICH ARE CONSIDERED TO BE REPRESENTATIVE SHOWS:

16,800 ADDED DISSEMINATIONS OR	34%
15,600 SERVICED CORRECTIONS OR	31%
6,000 ACTION CHANGES OR	12%
6,100 DIVISION TDs OR	12%
4,300 RELAY REQUESTS OR	9%
1,200 SECTIONAL MESSAGES OR	2%

B. FROM 1 JANUARY 1964 TO 31 DECEMBER 1964 WE PROCESSED 335,663 CIA CABLES (IN/OUT) WHICH IS 7% MORE THAN THE NUMBER OF CIA MESSAGES PROCESSED IN THE SAME PERIOD OF 1963 (313,971).

C. THE CABLE SECRETARIAT IN 1964 FURNISHED 16,714 CIA AND NON-CIA CABLES TO THE DIRECTOR (3%) OF CABLES PROCESSED COMPARED TO 18,094 (4%) FURNISHED IN 1963.

SECRET

1. D. OUR ARCHIVES SECTION FURNISHED 9,087 COPIES OF CABLES. THE MAJORITY OF THESE, PERHAPS AS HIGH AS 98% CONTINUE TO BE IN THE NAME TRACE CATEGORY. SURPRISINGLY, A CONSIDERABLE NUMBER OF OUR ARCHIVES SEARCHES INVOLVES CABLES DATING BACK IN THE EARLY 1940's. DURING THE YEAR WE COMPLETED A PHYSICAL INVENTORY OF THE FILM FILES TRANSFERRED FROM OFFICE OF COMMUNICATIONS. THE FILES CONSISTED OF 2,404 MICROFILM REELS WITH DUPLICATES AT THE EMERGENCY SITE. THIS REPRESENTS OVER 5,000,000 NUMBERED CABLES. FORMAL DOCUMENTED TRANSFER OF RECORDS CUSTODY HAS BEEN DELAYED PENDING OUTCOME OF A SEARCH FOR ONE DUPLICATE REEL WHICH OUR INVENTORY FAILED TO TURN UP.

2. PERSONNEL

A. AT THE CLOSE OF 1964 THE CABLE SECRETARIAT HAD AN ON-DUTY STRENGTH OF [REDACTED] PERSONS, THREE SHORT OF OUR CEILING OF [REDACTED]

B. DURING THE YEAR WE LOST 22 PERSONS; ONE CABLE ANALYST RETIRED, ONE TRANSFERRED TO WH/SA, ONE RESIGNED TO RETURN HOME, ONE TRANSFERRED TO NSA, THREE CLERK TYPISTS RESIGNED, TWO TRANSFERRED TO OTHER COMPONENTS OF THE AGENCY (EE AND OS), ONE DECEASED, ONE MAIL AND FILE (SUPERVISOR) RESIGNED, FIVE MAIL AND FILE CLERKS RESIGNED AND ONE DECEASED. OFFSETTING OUR LOSSES WE GAINED 17 PERSONS ALL IN THE CLERICAL CATEGORY.

3. TRAINING

A. AGENCY TRAINING FACILITIES APPROPRIATE FOR OUR PERSONNEL ACCOUNTED FOR 14 CABLE SECRETARIAT PERSONNEL HAVING ATTENDED ONE OR MORE TRAINING COURSES DURING THE YEAR. IN ADDITION, TWO PERSONS SUCCESSFULLY COMPLETED OUR CABLE ANALYST TRAINING COURSE. OUR COURSES ARE DESIGNED TO QUALIFY CAPABLE SELECTED INDIVIDUALS FOR POSITIONS OF HIGHER RESPONSIBILITY IN THE CABLE SECRETARIAT. NORMAL ON-THE-JOB TRAINING GIVEN TO NEW PERSONNEL IS NOT INCLUDED IN ABOVE FIGURES.

4. GENERAL

A. DISSEMINATION IS NOW SHOWN ON ALL COPIES OF ALL CABLES PROCESSED, A GOAL WE HAVE SOUGHT TO ACHIEVE FOR SEVERAL MONTHS. THIS IS IN ACCORDANCE WITH YOUR VERBAL SUGGESTION THAT THE SHOWING OF DISSEMINATION SYMBOLS ON ALL COPIES WOULD BE USEFUL.

B. WE HAVE REDUCED OUR COPY REQUESTS FROM OTHER AGENCIES AS FOLLOWS:

	<u>FROM</u>	<u>TO</u>
ARMY	11	4
NAVY	11	4
AIR	8	4
USIA	14	4
AID	7	4

C. THE COST FIGURES FOR OPERATING THE CABLE SECRETARIAT FOR THE CALENDAR YEAR 1964 ARE BEING COMPILED AND WILL BE SUBMITTED IN FEBRUARY OR MARCH. BEGINNING 1 JULY 1964, WE ARE GOING TO COMPILE OUR PRODUCTION AND COST FIGURES ON A FY BASIS SINCE THEY WILL BE MORE USABLE THAN THOSE PREPARED ON A CALENDAR YEAR BASIS.

4. D. THE FOUR-STATION PRIVACY PNEUMATIC TUBE SYSTEM CONNECTING SISO, CABLE SECRETARIAT, SIGNAL CENTER AND PSD IS ALMOST COMPLETED AND WILL BE OPERATIVE IN A FEW WEEKS. THE APPROVAL FOR THIS INSTALLATION WAS MADE IN THE EARLY PART OF 1964. THE SYSTEM IS DESIGNED TO SPEED UP AND IMPROVE SERVICE TO SISO/CIA WATCH SINCE IT WILL BE IN USE 7 DAYS A WEEK, 24 HOURS A DAY.

E. DURING THE YEAR SIX OF OUR PERSONNEL RECEIVED QUALITY STEP INCREASES FOR THEIR OUTSTANDING WORK; FOUR RECEIVED CASH AWARDS FROM THE SUGGESTION AWARDS COMMITTEE FOR SUGGESTIONS SUBMITTED AND ONE RECEIVED A MERIT AWARD WITH A \$100 EMOLUMENT FOR HIS OUTSTANDING PRODUCTION ON THE MULTILITH MACHINE.

F. THE CABLE SECRETARIAT RENOVATIONS ARE ALMOST COMPLETED. THE PAINTING, ADDITION AND RELOCATION OF PARTITIONS, WALL COVERING, THE SELECTION OF RECEPTION AND LOUNGE FURNISHINGS, BACKGROUND MUSIC, ADJUSTMENT TO THE AIR CONDITIONING SYSTEM, HAVE ALL BEEN COMPLETED. STILL REMAINING TO BE DONE ARE, SPECIAL PARTITIONS FOR MAILROOM AND RECEPTION AREA, THE CONSTRUCTION OF WALL CABINET AND COUNTER FOR THE LOUNGE, THE RELOCATION OF WATER FOUNTAIN AND THE ELECTRICAL CONNECTION OF THE NEW LIGHTING FIXTURES.

G. DURING 1964 WE PROPOSED TO STUDY A NUMBER OF IDEAS AND ADOPT THOSE WHICH PROVED FEASIBLE AND ECONOMICAL. THE FOLLOWING IS THE CURRENT POSITION OF THESE IDEAS:

1) THE EXPERIMENT WITH SIGNAL CENTER USING MASTER MATERIAL IN TELETYPE PRINTERS HAS BEEN ADOPTED AND ABOUT ONE HALF OF OUR CIA INCOMING CABLES ARE BEING RECEIVED THIS WAY. OUR TIME STANDARD FOR PROCESSING PRIORITY ITEMS IS 1½ HOURS. RECENT STUDIES INDICATE WE ARE MEETING THIS STANDARD 87% OF THE TIME. OUR TIME STANDARD FOR IMMEDIATE ITEMS IN 45 MINUTES. WE MEET THIS 49% OF THE TIME. I AM GIVING ATTENTION TO THIS MATTER, AND BELIEVE THAT WITHIN A FEW WEEKS WILL BE ABLE TO REPORT AN IMPROVEMENT. THIS NEW METHOD AVOIDS TYPING, OR MAT MAKING USING THE XEROX 914 COPIER. INDICATIONS ARE THAT THE NEW PROCEDURE WILL INCREASE OUR CAPABILITY AND IMPROVE OUR SPEED OF SERVICE, PARTICULARLY IN THE RELATIVELY LARGE VOLUME OF PRIORITY AND IMMEDIATE ITEMS.

2) WE NOW, TO SOME DEGREE, MAKE MASTERS TWO AT A TIME ON THE MASTER MAKING EQUIPMENT AND HAVE CUT IN HALF THE SUM CHARGED FOR SUPPLIES IN EACH SUCH INSTANCE.

3) THE REVISED FILING SYSTEM HAS BEEN ESTABLISHED FOR NON-CIA CABLES. WE NOW FILE NUMERICALLY INSTEAD OF BY STATION, MAKING IT MUCH EASIER TO FILE AND RETRIEVE CABLES.

4) THE OFFICE OF COMPUTER SERVICES IS IN THE FINAL STAGES OF PREPARING A STUDY IN THE FEASIBILITY OF USING SOME FORM OF COMPUTER IN THE CABLE SECRETARIAT TO INCREASE OUR CAPABILITY AND TO SPEED UP THE PROCESSING OF CABLES, PARTICULARLY THE CONTROL AND ACCOUNTABILITY OF CABLES.

5) THE IDEA OF PRINTING MASTERS TWO-UP AND IN TANDEM HAS NOT PROVED SUITABLE FOR OUR NEEDS.

6) WE CONSIDERED VARIOUS WAYS OF ELIMINATING TYPING ERRORS AND THE BURDEN OF TYPING. THOUGH WE COULD BE CHARGED WITH GOING FULL SPEED IN REVERSE, WE ACCOMPLISHED OUR OBJECTIVES BY THE SIMPLE EXPEDIENT OF ELIMINATING TYPING! NO MORE TYPING ERRORS - NO MORE TYPING BURDEN. AND WE HAVE IMPROVED OUR CAPABILITY AT THE SAME TIME.

7) WE REDUCED THE NOISE LEVEL IN THE OFFICE THROUGH THE USE OF PARTITIONS, AND THROUGH THE USE OF A HOOD OVER OUR MOST USED FLEXOWRITER.

H. DURING 1965 WE WILL CONTINUE TO STUDY WAYS AND MEANS OF IMPROVING OUR SERVICES, INCLUDING THE FOLLOWING:

1) USE OF SMALL COMPUTER TO SPEED UP AND IMPROVE LOGGING AND CONTROL PROCEDURES.

2) POSSIBLE USE OF XEROX MODEL 2400 AS SUBSTITUTE FOR OFFSET REPRODUCTION (ONLY DEMONSTRATION MODELS OF THE 2400 ARE NOW OUT AND NO COST DATA ARE AVAILABLE, THOUGH THE COMPANY SAYS THAT THE COST WILL BE COMPETITIVE WITH OTHER MEANS OF REPRODUCTION INCLUDING OFFSET).

3) I HAVE ARRANGED FOR THE THOMAS PEOPLE TO PLACE A COLLATOR IN THE CABLE SECRETARIAT FOR A FEW WEEKS TRIAL. BASED ON OUR EXPERIENCE, WE WILL BUY OR NOT BUY.

4) WORKING WITH THE OFFICE OF COMMUNICATIONS, WE PLAN IN 1965 TO PUT INTO WRITING OUR CONCEPTS AS TO THE USE WE PROPOSE OF A COMPUTER, AND TO INDICATE OUR SPECIFICATIONS FOR SUCH EQUIPMENT.

5) WE ARE GOING TO CHECK THE MARKET TO SEE IF THERE IS A PIECE OF EQUIPMENT WHICH COULD BE USED TO EXPEDITE THE PREPARATION OF OUR CABLES FOR SENDING VIA PNEUMATIC TUBE.

6) WE WILL CONTINUE TO LOOK INTO EQUIPMENT USABLE FOR SORTING CABLES SEMI-AUTOMATICALLY (KEYTRONIC SORTER BEING ONE), BUT I'M NOT TOO OPTIMISTIC THAT WE CAN GET WHAT WE REQUIRE TO MEET OUR SPECIFIC NEEDS.

I. IN 1965, WE WILL CONTINUE TO TRY TO IMPROVE THE QUALITY OF OUR PRODUCT, TO REDUCE UNIT COST, TO REDUCE OUR PROCESSING TIME AND TO IMPROVE WORKING CONDITIONS ---- AMEN.

CABLE SECRETARY

25X1A